

DUTY STATEMENT
DEPARTMENT OF STATE HOSPITAL – ATASCADERO
SOCIAL WORK SERVICES

JOB CLASSIFICATION: OFFICE TECHNICIAN (TYPING)

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under the supervision of the Program Director (Chief of Social Work Services), perform a variety of the most difficult duties and consistently exercises a high degree of initiative, independence and originality in performing assigned tasks.

65% **CLERICAL SUPPORT**

- Prepare and maintain document files, spreadsheets and database systems for the Program Director.
- Utilize word processing software to prepare memos, letters and staff meeting minutes.
- **Develop and maintain tracking systems and logs.**
- **Prepare rosters of clinical staff for distribution.**
- Maintain Social Work Department policies and department manuals.
- Complete general filing.
- Prepare daily employee sign-in sheets for assigned staff.
- **Perform tasks related to timekeeping, ensure STD 634 forms are collected and submitted to Personnel timely.**
- Order supplies as needed.
- Maintaining logs, binders, and procedures for departments.
- Act as Account Manager, attend meetings, assist staff with printer problems, work orders to Technology Services, copier problems, fax machines.
- Attend staff meetings as assigned, take, compose and distribute minutes.
- **Type and process travel claims, travel advance requests, correspondence, forms, memoranda's, policies and updates, consultations, performance evaluations and counseling reports, budget requests, maintenance work order, storeroom requests, security clearances, and purchase order requests as needed and other miscellaneous items as they occur.**

15% **RECEPTIONIST**

- **Receive, screen and route incoming telephone calls, take messages, provide information and refer to the appropriate staff.**
- Maintain knowledge of Program and Hospital treatment activities and dissemination of information to staff for their reference.

15% **CONSULTATION**

- Act as a consultant and resource person in assisting the Department staff in the filing system, filling out of various forms, secretarial procedures, tickler files, supply ordering, timekeeping procedures, reproduction techniques, and others as requested.
- Assist the Chief of Social Work in the formulation and finalization of reports and documents.

5% **TRAINING**

- Be available for workshops and training sessions to increase secretarial and clerical skills.
- Attend annual training as required.

3. SUPERVISION RECEIVED

Program Director (Chief of Social Work Services)

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

5. REQUIRED COMPETENCIES

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

CPR (Facility Option)

N/A

MANAGEMENT OF ASSAULTIVE BEHAVIOR (Facility Option)

N/A

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace which enable the employee to work effectively.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES

- Demonstrates professional interaction with patients and maintains therapeutic boundaries.
- Must be able to communicate effectively.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Have an operating knowledge of various office equipment.
- Effectively transcribe and compile documents, minutes, and correspondence.

6. LICENSE OR CERTIFICATION

N/A

7. TRAINING - Training Category = 6

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Employee's Signature

Date

Supervisor's Signature

Date

Reviewing Officer's Signature

Date